

## Job Description

<b>Title:</b>	Income Maximisation Adviser
<b>Hours:</b>	Options of 1 FT 37.5 hrs or 2 x PT 18 hours (please indicate preference)
<b>Office Base:</b>	Carers Plus Yorkshire, Snainton with hybrid working available and some travel to our groups/ at place spaces
<b>Accountable to:</b>	Chief Executive Officer
<b>Line Management:</b>	Development & Fundraising Manager
<b>Contract:</b>	Fixed Term to 31 <sup>st</sup> March 2026
<b>Delivery Area:</b>	Scarborough, Whitby, Ryedale, Hambleton and Richmondshire Office or hybrid working available and telephone options to cover some areas.

### Job Summary:

The Income Maximisation Adviser is a new project funded through Carers Trust, to focus on providing advice and support to unpaid carers who are low income/financially excluded/in fuel debt, taking a holistic approach in exploring energy, debt and benefits issues.

The role will include a range of advice and guidance via telephone, online, small groups and 1 to 1 individualised support; around income maximisation, benefits, debt advice (general and fuel) and services which unpaid carers are entitled to but may not be accessing fully.

The adviser will run a dedicated income maximisation advice line, as well as visiting groups to offer advice through presentations, workshops and informal discussions. They will support unpaid carers to complete forms and applications for financial support and services. The advisor will also offer drop-in sessions in our 'at place' spaces for carers to access in person 1 to 1 advice.

The aim of this role is to support unpaid carers to maximise their income, encourage access to services available and increase resilience around money management through the advice, guidance and support given.

For this role you will need to be a good communicator both in person and on the telephone, organised with record keeping/ report writing and possess an empathetic nature. As this is a new role being dynamic in your approach is important too.

The project will include working alongside the team at Carers Plus Yorkshire, professionals, other organisations and the wider community, to raise awareness of unpaid carers and the challenges they face.

**Key Duties:**

1. To act as a point of contact (through our dedicated advice line) for carers experiencing financial hardship and to take a holistic approach to assessing financial wellbeing
2. When carers are referred in service, assess their needs and jointly agree a plan to address those needs adopting a person-centred strengths-based approach – either through direct activity or by referring to other agencies.
3. To produce information for carers on the range of benefits, grants, services and concessions available to them and the individuals they care for
4. To support carers to develop tools to effectively manage their finances and promote financial sustainability
5. To support carers through our existing carer groups and income maximisation specific groups.
6. To support carers to apply for the Priority Service Register with energy providers
7. To promote safety of vulnerable families through use of gas taps and carbon monoxide alarms.
8. To work with all teams within Carers Plus Yorkshire to identify carers who are experiencing financial hardship
9. Where other services may be more appropriate to meeting the needs of a carer make referrals to these services – as agreed with the individual carer.
10. To provide independent advice, information and support through the development of advice lines, drop-ins, activities and targeted opportunities.
11. To work with appropriate external partners to build wider expertise and specialist support for Carers within the community as required.
12. To ensure Carers are at the heart of any development; building the confidence of Carers to maximise their income, manage their financial situation and increase resilience.
13. To provide a professional, independent low-level advocacy support and signposting/referring to relevant health providers, etc.
14. To explore and develop new ways to reach, identify and support carers within the community (this will require a level of enthusiasm and forward thinking).

**General Duties:**

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To comply with Carers Plus Yorkshire's policies and procedures and maintain the standards and code of conduct required and expected by the organisation.
3. To maintain monitoring and recording systems, using Charitylog data base (training given)
4. To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, carers and other agencies.
5. To identify and agree with your Line Manager your own training and development needs and seek ways to address them.
6. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
7. Be an active participant in Team meetings and full staff Team Meetings.
8. To work with the whole team to support promotion of CPY services and to undertake any tasks required to raise awareness of the services offered.
9. To take responsibility for specific pieces of 'project' work in line with agreed project outputs and in agreement with the funder.
10. To be flexible with contracted hours as required by carers and Carers Plus Yorkshire and in agreement with Line Manager.

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**This Job Description is not meant to be exhaustive, and the organisation reserves the right to require the job holder to be flexible and perform duties other than those listed according to the changing requirements of the organisation.**

**This job description may be reviewed in consultation with the postholder from time to time.**

**June 2024**